



TELEHEALTH CASE STUDY

Hunter New England Health Increases TeleHealth Scheduling Efficiency

Eceptionist TeleHealth Manager automates workflow for scheduling Polycom video calls

Hunter New England Health (HNE Health) operates a public hospital system in the State of New South Wales, on the East Coast of Australia. HNE Health is committed to delivering high quality health care to the regional community, and provides a range of public health services for more than 850,000 people from the Hunter, New England and Lower Mid North Coast regions, and employs 15,500 staff including 1,500 medical officers. There are four main types of public hospitals within HNE Health:

- Community hospitals
- District hospitals
- Rural referral hospitals
- Tertiary referral hospitals

These hospitals serve several large regional centers, many smaller rural centers and remote communities within its borders.

HNE Health has been a PictureTel/Polycom user for 16 years. In 2012 HNE Health became an Eceptionist iScheduler customer with TeleHealth Manager and extended this solution to include all room bookings in 2013. The Eceptionist TeleHealth service helps HNE Health manage multipoint clinical sessions, which are growing at nearly 30% per annum. Currently HNE Health has approximately 254 Room-based Polycom systems and an additional 400 RealPresence Desktop software instances in use. They have a 100% failover solution, capable of supporting 350 participants at once.

Polycom and Eceptionist have worked together to deliver a unique and valuable solution for HNE Health, which provides them with an automated workflow for scheduling video calls and allows them to:

- Free up resources with automatic setup of the Polycom video bridges. Any changes to the videoconference schedule are also automatically reflected.
- Reduce errors managing videoconferences with fully integrated booking—allowing information to flow from iScheduler to the Polycom RealPresence platform.
- Accurately capture billing data—allowing the generation of invoices (by a 3rd party) for use of the video conferencing services.

To learn more about Eceptionist TeleHealth Manager, visit www.eceptionist.com/telehealth.htm

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